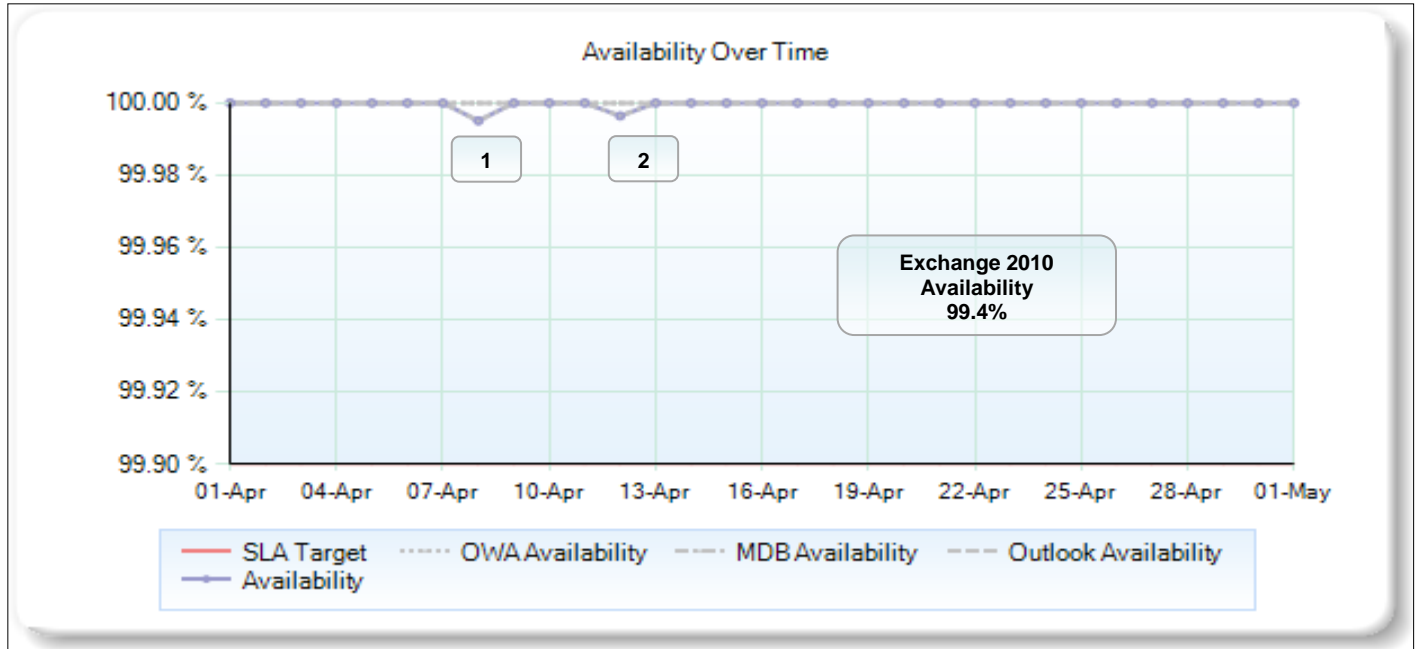




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## Service Level Agreement Dashboard April 2013 Availability Exchange 2010



1. 4/9/2013 Associated with multiple sets of downtime with the monitoring service.
2. 4/13/13 Associated with multiple sets of downtime with the monitoring service.
3. 4/18/13 Secure Email. Infra 102311. Iron Port gateway flooded. 6 hours 43 mins.
4. 4/22/13 Exchange. Infra 102479. Slow email. No cause found. 3 hours 51 mins.

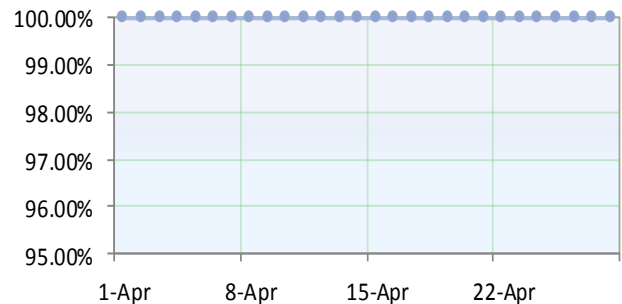
### Message Filtering

Category	Items
Volume of email traffic	64,506,768
Blocked messages from internet	58,322,335
Viruses detected	395

### Secure Email Service

Secure Email Availability  
99.0%

### The Vault



IronPort Availability  
100%



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## Agency Information

Customer Agency	# of Mailboxes	Mailbox Size (MB)	# Vault Mailboxes	Vault Storage Size (GB)	Messaging Incidents (INFRA)	Vault Incidents (INFRA)
Board of Industrial Insurance Appeals						
Board for Volunteer Firefighters and Reserve Officers	7	358	5	1		
Caseload Forecast Council	13	1055	11	14		
Commission on African American Affairs	4	1020	3	2		
Commission on Asian Pacific American Affairs	4	866	4	5		
Commission on Hispanic Affairs	6	968	2	7		
Commission on Salaries	2	200	2			
Consolidated Technology Services	388	69407	1066			
Department of Agriculture	924	63683	1086	812	1	1
Department of Archaeology and Historic Preservation	38	5770	46	159		
Department of Corrections	9372	941742	9502	3325	2	1
Department of Early Learning	321	66989	439	542		
Department of Ecology	1973	589975	3			1
Department of Enterprise Services	1628	186500	1096	1234	2	
Department of Financial Institutions	362	45529	508	1100		
Department of Fish and Wildlife	1956	283991	2571	4625	1	
Department of Health			1			
Department of Labor & Industries	3526	269993	4501	2525		2
Department of Licensing	3000	149936	2254	311	1	1
Department of Natural Resources	5	297				
Department of Revenue	1299	124185	1275	480	1	
Department of Retirement Systems	370	38994	314	87		1
Department of Services for the Blind	173	19925	98	113		
Department of Social and Health Services	19943	4103539	664	1073		11
Department of Veterans Affairs	570	40500	839	146		
Economic and Revenue Forecast Council			78			
Employment Security Department	2886	263580	4240	2600		
Environmental and Land Use Hearings Office	24	2061	16	3		
Fire Commissioner's Association	7	1963	6	3		
Governor's Office of Indian Affairs	3	643	2	3		
Health Care Authority	1453	172096	1459	470		3



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Customer Agency	# of Mailboxes	Mailbox Size (MB)	# Vault Mailboxes	Vault Storage Size (GB)	Messaging Incidents (INFRA)	Vault Incidents (INFRA)
Human Rights Commission	42	3752	52	33		
Law Enforcement Officers and Fire Fighters Plan 2 Retirement Board	11	776	14	5		
Military Department	531	56459	491	230		
Office of Administrative Hearings	295	23482	275	28		
Office of Civil Legal Aid	5	357	1	2		
Office of Financial Management	788	102261	801	928		
Office of the Insurance Commissioner			391	358	1	
Office of the Attorney General	14	888	1			
Office of the State Treasurer	98	7401	67	30	1	
Others	76	12624	12			5
Recreation and Conservation Funding Board	102	15352		196		1
State Board of Accountancy	15	3298				
State Investment Board	116	22679	108	222		
State Parks & Recreation Commission						
Traffic Safety Commission	38	5189	20	9		
Transportation Improvement Board	11	1489	10	4		
Utilities and Transportation Commission	290	92677				
Washington State School Directors	45	4328	42	27		
Washington State Lottery	212	47315	29			
Whatcom County						
Total	52946	7846092	34404	21712	10	27

Customer Responsiveness	Stats	Normalized Stats*
Average time for initial response	196	128
Number of tickets closed within 24 hours	75	
Percentage of tickets closed within 24 hours	50%	
<b>Continuous Improvement</b>		
Number of requests for change	14	
Number of approved requests for change	14	
Number of successfully completed requests for change	12	

\*INFRA ticket anomalies removed to reflect more accurate average